(b) Draft Preliminary Project Report is ready and the Preparation of Detailed Project Report has been taken up.

(c) It is too early to indicate the time frame for commencement and completion of the project, which will depend on the response from the Build, Operate and Transfer (BOT) entrepreneurs.

Unwanted commercial messages

*149. SHRI S.M. LALJAN BASHA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government are aware that all private telecom companies entertain complaints and redressal of grievance and requests like stopping of unwanted commercial messages only if they are made 'Online' through the internet;

(b) if so, whether Government have made any effort to direct, induce, promote or advise all private telecom operators to have at least one fixed office for every lakh subscribers;

(c) the reasons for Government ignoring the constant harassment of subscribers who are being bombarded with hundreds of unwanted commercial messages every day and night; and

(d) the steps proposed to stop this harassment of millions of people? -

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI DAYANIDHI MARAN): (a) and (b) Sir, private telecom companies entertain service related requests/complaints from their - customers through various channels such as customer care helpline, e-mail, post, walk-in at customer relationship centres/show rooms, Short Messaging Service (SMS) and/or company website.

Service Providers have been asked to set up consumer redressal mechanism at following levels:

(i) Call Centre level.

(ii) An Appellate Authority within service provider's organization.

(c) and (d) The issue of unwanted commercial communication has been raised at various forums, which has been taken note of by the Government.

Telecom Regulatory Authority of India has issued a consultation paper on 20.11.2006 regarding "Unsolicited Commercial Communication".

Instructions have been issued by the Department to all the Telecom Service Providers to take strict measures to stop any possible unauthorized sale of their customer information by their employees.

Second Administrative Reforms Commission

†*150. DR. MURLI MANOHAR JOSHI:
SHRI RAM JETHMALANI:

Will the PRIME MINISTER be pleased to state:

(a) whether Government have received the Second Administrative Reforms Commission Report;

(b) if so, the salient recommendations of the Commission;

(c) whether Government have taken any decision with regard to the implementation of these recommendations; and

(d) if so, the facts in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCESAND PENSIONS (SHRI SURESH PACHOURI): (a) and (b) The Second Administrative Reforms Commission (ARC) has so far submitted the following four reports:—

(1) Right to Information: Master Key to Good Governance (June, 2006). The main recommendations in this report relate to (i) Repeal of the Official Secrets Act, 1923 in the current form and including necessary provisions in the National Security Act -and (ii) Steps for effective implementation of the Right to Information Act.

(2) Unlocking Human Capital: Entitlements and Governance—a case study (July, 2006). This Report deals with the implementation of the National Rural Employment Guarantee Act.

†Original notice of the question was received in Hindi